

CIVIL RIGHTS TRAINING

Version C

Topics: Compliance and Non-compliance,
Conflict Resolution, and Customer Service

The Emergency Food Assistance Program
(TEFAP)

Commodity Supplemental Food Program (CSFP)

USDA Household Programs
Child and Adult Nutrition Services
November 2015

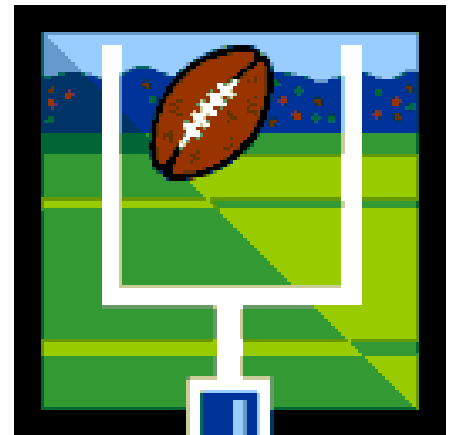


south dakota
DEPARTMENT OF EDUCATION

Learning. Leadership. Service.

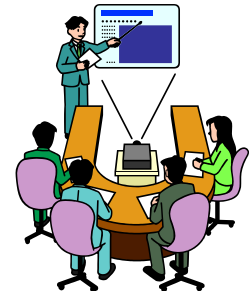
GOALS OF CIVIL RIGHTS

- Equal treatment for all eligible participants
- Knowledge of rights and responsibilities
- Get rid of reasons why people don't take part in a program
- Dignity and respect for all



TRAINING

- Local agencies are responsible for annual training.
- First line workers (including volunteers) and all levels of supervisors must receive required training.
- Training can be done in many ways.
- **You are required to document your training efforts.**



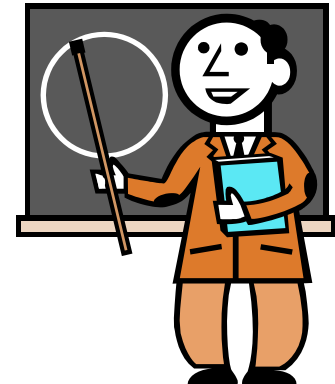
Required Training Documentation

- Name of the training Instructor
- Date training was given
- Topics covered in the training
- Names of all the people being trained
 - Use simple sign-in sheets which all participants sign at the end of the training session
- Keep your sign-in sheets in your files along with a copy of the training.



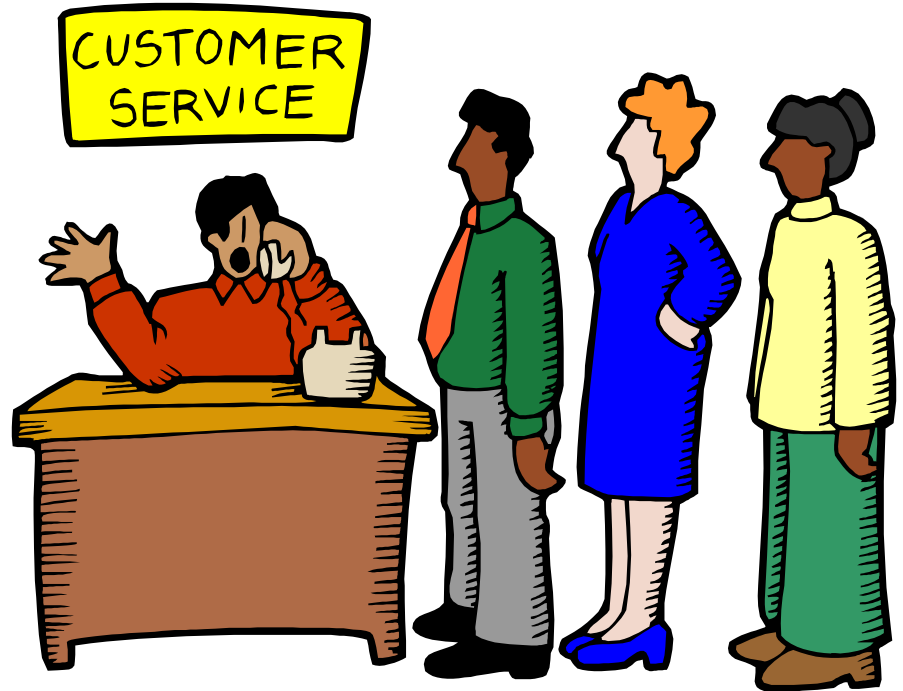
CIVIL RIGHTS REQUIRED TRAINING TOPICS

- Collection and use of data;
- Effective public notification systems;
- Complaint procedures;
- Compliance review techniques;
- Resolution of noncompliance;
- Reasonable accommodation of people with disabilities;
- Language assistance;
- Conflict resolution; and
- Customer service



Topics Today

- Compliance Review Techniques
- Resolution of Noncompliance
- Conflict Resolution
- Customer Service



CIVIL RIGHTS LAWS

- Title VI – Civil Rights Act of 1964 states *No person in the United States shall be discriminated against on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity.*
 - Example: Race/color: Treating or speaking to a child differently (using slang for example) or in a friendlier manner because of race or color.



CIVIL RIGHTS LAWS

- The Age Discrimination Act of 1975 provides: *No person in the United States, shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving Federal financial assistance.*



CIVIL RIGHTS LAWS

- Title IX of the Education Amendments of 1972 states: *No person in the United States shall, on the basis sex (gender), be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance.*
 - Example: You shouldn't offer smaller portions to women compared to men. The same size portion should be offered to each.



CIVIL RIGHTS LAWS

- Section 504 of the Rehabilitation Act of 1973 added disability to Title VI.
- Title II and Title III of the Americans with Disabilities Act of 1990 extended the requirements to all services, programs and activities of State and local governments and prohibits discrimination based on disability in other public services.

WHAT IS A PROTECTED CLASS?

- Any person or group of people who have characteristics for which discrimination is prohibited based on a law, regulation, or executive order.
- Protected classes in TEFAP & CSFP are race, color, national origin, age, sex, and disability.



2004 “Equal Opportunity for Religious Organizations”

- Laws protect Faith-Based Organizations
- Church and community organizations are treated the same
- Prohibits discrimination against an organization on the basis of religion, religious belief or character in the distribution of funds
- Any faith organization can use space in their building without removing religious art or symbols

Law Protects People

- No organization that receives direct assistance from the USDA can discriminate against a participant or potential participant on the basis of religion or religious belief.
- Faith-based organizations can do their mission, as long as USDA funds (or activities) do not support worship, religious instruction or pressuring people to take their beliefs.

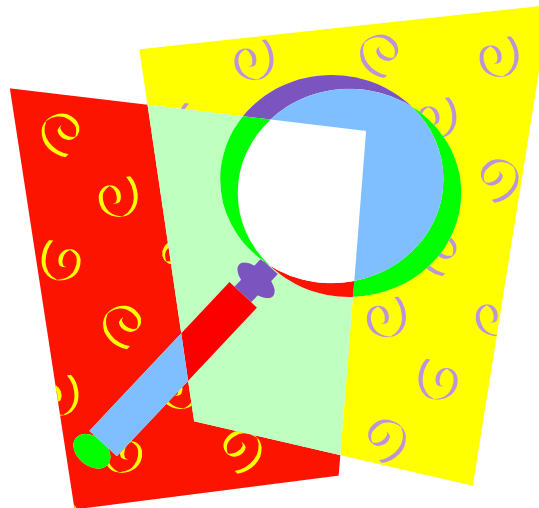
ASSURANCES

- Help to clarify expectations
- Intended to help stop discrimination against applicants and participants
- Intended to prevent future discrimination
- Help address effects of past discrimination



COMPLIANCE REVIEWS

- Pre-award, post-award, and special
- Check for non-discrimination and ensure civil rights requirements are being followed



Examples of Noncompliance

- Not allowing someone or a household to apply for the program on the basis of a protected class.
 - Example: All people should receive an application for the food nutrition program when they ask for it, regardless of where they live or their nationality.



Examples of Noncompliance

- Selecting members for planning and advisory committees in a way excluding persons from membership on the basis of a protected class.
 - Example: Be sure appropriate measures are taken to include members from all race, age and sex categories
- Overtly identifying a participant on the basis of a protected class.
 - Don't assume people who are "handicapped" are eligible for the FNS programs.

RESOLUTION OF NONCOMPLIANCE

- CORRECTIVE ACTIONS:
 - Stop inappropriate actions
 - Start appropriate procedures
- FAILURE OR REFUSAL TO PUT CORRECTIVE ACTIONS IN PLACE CAN RESULT IN LOSS OF FEDERAL ASSISTANCE!



CUSTOMER SERVICE

PLATINUM RULE

“Treat others the way they want to be treated
(or at least be aware of what that is).”



The Customer and Customer Service

- The term customer is described as anyone you work with.
- Anyone you work with outside your immediate organization or team is your external customer.
- Persons within your organization are internal customers.
- Treat all well and in good faith and honesty

SERVICE EXCELLENCE



How you can make a difference!

- Treat all people with dignity and respect
- Answer questions in a voice that is non-threatening
- Clearly tell everyone the rules and rights and responsibilities
- Find and use tools and techniques to improve customer service.
- Recognize when stress creates a problem in giving service excellence.



Making a Difference!

Recognize and appreciate the fact customers have many different needs and few places to get assistance from.

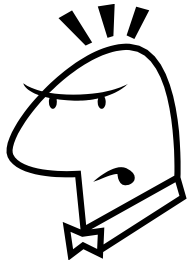
- Notice when a person feels they have been treated in a rude manner.
- Learn to put yourself in their place when necessary.
- Develop good listening skills.
- Learn to deal with dissatisfied customers.
- Improve customer satisfaction.

CONFLICT RESOLUTION

- Remain calm
- Explain the situation
- Get help, especially if threats or if violence is possible



Dealing with the Angry Customer



- **What is the problem?** Using information given you – determine what is wrong.
- **Determine a solution.** Know your organizations policy on handing situations and information needed to offer a solution.
- **Gain approval from the Customer.** Check with the customer for their approval on a solution.
- **Make an agreement.** You and the customer should determine what is to be done, when it is to be done, and by whom and alternatives if needed.
- **Follow up.** Personally make sure that the customer has been satisfied; and provide feedback.

Develop a Customer Service Checklist

Consider making a list of customer service techniques, attitudes and behaviors for staff working with participants and callers to your site for information and USDA foods.

The checklist should be job related in order to provide good customer service and to lower complaints and improve customer satisfaction.

NON-DISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at:

http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) Fax: (202) 690-7442; or (3) Email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Questions?



Civil Rights Training Test C

- Complete the Civil Rights Training Test C
- Check Answers
- Retain completed training test in administrative records for 3 years past the current year
- Include a copy of training and instructor name in the records
- Complete Civil Rights training annually

RESOURCES

- <http://doe.sd.gov/cans/index.aspx>
- MPRO SP 01-2016 (DR) 4300-003 Equal Opportunity Public Notification Policy
- <http://www.fns.usda.gov/civil-rights>
- http://www.fns.usda.gov/cr/LEP_entry.htm
- <http://www.ascr.usda.gov/>
- <https://www.ascr.usda.gov/filing-discrimination-complaint-usda-customer>
- <http://www.fns.usda.gov/cr/Documents/113-1.pdf>

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Services 11_19_15